

Town Manager's Office

Under the direction and guidance of the Town Manager and Assistant Town Managers, each division within the Town Manager's Office has established performance objectives, generally linked to the Town's long-term Vision. This report highlights the divisions' performance relative to their objectives, as well as other key accomplishments.



Division of Innovation & Technology

Partners with departments Townwide to strategically implement technology that is secure and well-supported



Human Resources

Serves as an internal consulting resource, provides innovative programs in support of the Town's values and fosters positive work relationships



Facilities

Provides a safe and positive environment at all municipal facilities, for both employees and the public



Community Relations

Facilitates community outreach and involvement for departments Townwide



Municipal Court

Committed to the administration of justice with equality, fairness and integrity, in an expeditious and timely manner, for the people of Castle Rock



Division of Innovation
and Technology

Key Accomplishments

- Go-live on **two** payment portals for Town Clerk services and for Fire building permits
- Conducted **five** Town wide training classes
- Implemented a new monitoring service and after-hours escalation for DoIT staff
- Replaced critical networking equipment at the MAC, Red Hawk and Burgess pool



Help Desk

Addressed **428** total tickets, with an average time to resolve of **71** hours

There was **one** emergency priority ticket this month

There were **53** urgent priority tickets this month, **96%** of which were resolved within two calendar days (85% is goal)

There were **197** medium priority tickets this month, **95%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

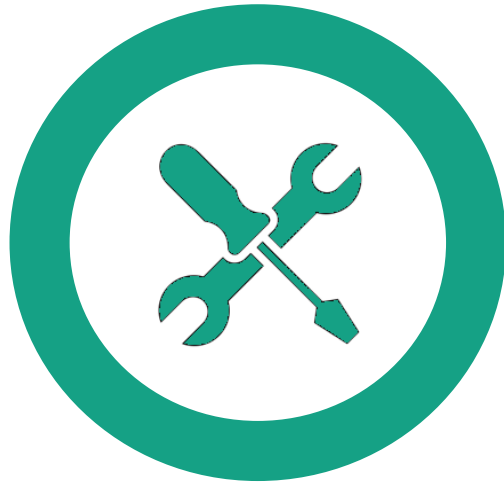
Addressed **26** total tickets, with an average open-to-resolve time of **95** hours

There were no annexations in April

There were no zoning changes in April

There were no parcel changes in April

There were **14** In Your Backyard requests completed this month



Facilities

Key Accomplishments

- Replaced carpeting at Ray Waterman and Founders water treatment plants
- Continued supporting the Service Center addition and Public Safety Training Facility – North Building projects and began supporting the project to design a new Water administration building
- Assisted with cleanup at the former Conoco station on north Wilcox Street, which the Town now owns
- Replaced the HVAC compressor for the original portion of Town Hall
- Completed snow removal/deicing at Town Hall and the Police Department on April 11



Service Requests	<p>Staff received 143 service requests in April and completed all of them within one working day unless parts or contracted labor were needed</p> <p>Staff responded to two after-hours emergencies during April, both within 30 minutes</p>
Preventative Maintenance	<p>Staff completed 119 preventative maintenance tasks during April, including:</p> <ul style="list-style-type: none"> • Checking buildings • Lubricating fitness equipment • Replacing light bulbs • Stocking supplies • Testing backflows
Room/Event Setups	<p>Staff completed 10 room/event setup requests during April, all within the timeframe requested</p>
Custodial	<p>Staff provided custodial services as scheduled during April except for April 4, 5 and 23 when the team was short staffed</p> <p>There were no custodial service requests this month</p> <p>Staff performed 27 custodial inspections to ensure proper service delivery</p>



Human Resources

Key Accomplishments

- HR participated in one employee interview panel
- Healthy Living Team hosted **56** employees at a presentation on Investing Do's and Don't's
- Worked with the Community Relations team members to rebrand and update the look of the Town Values Statement



OUR VALUES



Clear, direct, honest communication is the essential vehicle by which the following values are demonstrated:



We are accountable for behaviors, work products, successes and failures.



We encourage creativity and innovation.



We are committed to integrity, honesty and the highest standard of conduct and professionalism.



We recognize and celebrate accomplishments.



We are adaptable and open to change.



We support balance between our professional and personal lives.



We work as a team toward common goals with a spirit of cooperation.



We practice responsible care for our resources, assets and environment.



We respect others. We listen to ideas and are considerate of time and priorities.



We provide exceptional public service to internal and external customers.



Employee Orientation	Five new full-time employees came on board during April. One attended new hire orientation on April 3 and one will attend on May 1
Performance Evaluations	<p>HR on April 30 provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations</p> <p>HR in April reviewed 18 performance evaluations prior to their filing to ensure comments are consistent with ratings and that the Town's performance management standards are being met</p>
Employee Recognition	HR facilitated four employee recognition opportunities during April
Training	HR hosted two training class in April: <i>Interviewing Skills</i> with 20 attendees and <i>Fifteen Challenges Managers Face</i> with 19 attendees



Community Relations

Key Accomplishments

- Welcomed a new Community Relations Manager, Melissa Hoelting
- Supported the kratom and animal code open houses
- Responded to **eight** Fact or Fiction questions and approved **48** webpages/calendar items on CRgov.com





Communication Plans and Publications	<ul style="list-style-type: none">• Year to date, Community Relations has worked on 20 communications plans• During April, the team completed two publications: Your Town Talk and a District 5 open house postcard• Also during April, 39 slides were published on the Town Hall LED sign
Media Relations	Staff during April responded to five media requests, none of which were after hours
Informing the Community	<p>Staff during April provided information about:</p> <ul style="list-style-type: none">• <u>Climb4Change</u>• Mayor's Conservation Challenge• <u>Parks and Rec summer camps</u>• Rescheduled Water Reuse Open House• <u>Spring Up the Creek</u>• <u>Tri the Rock</u>• Town Council updates for April 2 and 16 <p>*hyperlinked items were available as of May 7, 2019</p>



Social Media and Video

Staff during April replied to more than **36** social media requests and issued **171** social media updates:

- A Facebook post sharing a video of a resident dancing on a treadmill at the Rec Center reached **117,263** people, received **3,781** reactions, comments and shares, and was viewed **57,077** times
- A video discussing the importance of CPR reached **15,253** people and received **258** reactions, comments and shares
- A Facebook post about Castle Rock Fire's wildland training reached **8,474** people and received **137** reactions, comments and shares
- The Town posted its first video on Instagram (IGTV) and received **143** likes, **10** comments and **907** views
- The first story in an Instagram story series where Castle Rock firefighters answered questions from residents was seen by nearly **500** viewers, making it the Town's most-watched Instagram story to date; viewership on stories is generally around **300**

Six videos were completed in April



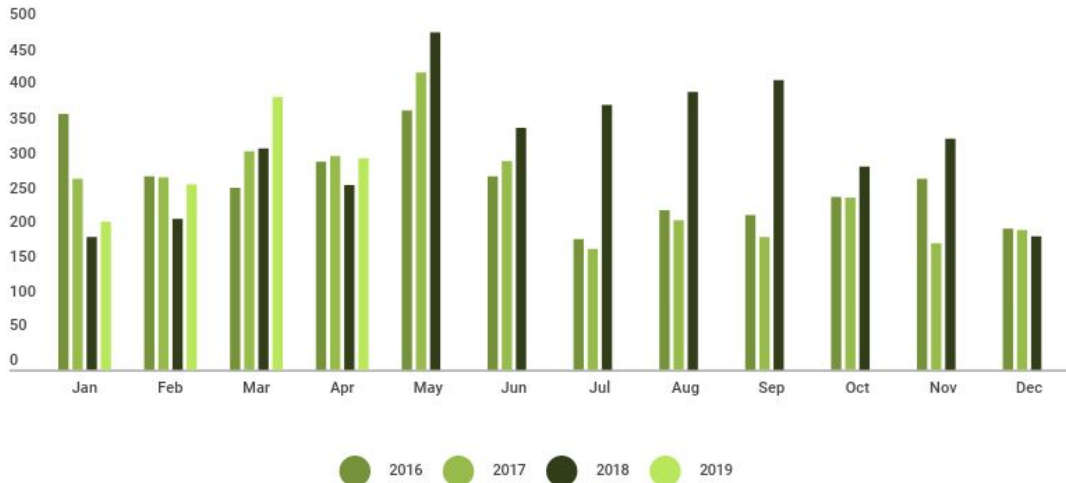
Municipal Court

Key Accomplishments

- Court staff implemented an electronic check-in system for defendants arriving at court. This system increases workflow efficiency and allows the clerks to collect email address for defendants in order to email them receipts. At the bottom of each email receipt, we have a link to our customer service survey
- We hosted a three-day statewide court software conference with municipal courts from all over Colorado at the Water O&M Building



Total cases filed in Castle Rock Municipal Court: 2016-2019



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2016	370	280	263	301	375	280	189	231	224	250	276	204	3,243
2017	276	278	316	309	430	302	175	216	192	249	183	202	3,128
2018	192	218	320	267	488	350	383	402	419	294	334	193	3,860
2019	214	268	395	306									

Total cases filed in Castle Rock Municipal Court by type:

